



*Camellia* DESIGN

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## Returns Policy

### Cancellations and Returns

In accordance with The Consumer Rights Act 2015.

By purchasing over the internet, you are entering into a "Distance Sale". In addition to your normal statutory rights as a consumer you also have the right to cancel the contract at any time up to 14 days after the day you received the product.

This right does **NOT** apply to products specifically made to your specifications and this includes commissions and All of our prints which are printed to order, and for this reason are non-refundable.

If your order has not been delivered and you wish to cancel your order e-mail us at [orders@camellia.design](mailto:orders@camellia.design) or alternatively phone: **07599 221 224**. We will check the status of your order and confirm if the cancellation is possible.

If the goods ordered are held in stock by us and have not been dispatched you will receive a refund for the total amount via the original method of payment no later than 14 working days from receipt of the refund request.

If the goods are excluded from your right to cancel (see previous paragraph) we will find out whether or not the ordered artwork has been printed or work has already begun in regards to commissions. If not, we will accept a cancellation of your order and refund the total amount via the original method of payment no later than 14 working days from receipt of the refund request.



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When your goods are delivered, please check the products you receive against your Order and confirm they are all present and correct, and they are the correct colour and size. Please examine the products for apparent faults or damage. If the products are incorrect, damaged or defective, it must be noted on the courier documentation at the time of delivery. You should retain the packaging so that this can be reused, if possible, for their return. All items must be returned in the same packaging and condition in which they were received. You will be responsible for the condition of the goods and for their reasonable care whilst they are in your possession. If you have any concerns on inspection, please contact us immediately at [orders@camellia.design](mailto:orders@camellia.design) or alternatively phone: **07599 221 224**. In the unlikely event that your goods are damaged, defective or incorrect, genuine complaints will be dealt with in good faith and we will arrange collection of the products and issue a refund.

If you cancel your order and wish to return the products in accordance with your statutory right to cancel, we will arrange collection of the products.

All items must be returned in the same packaging and condition in which they were received. We will then refund the purchase price and delivery cost, less any direct expenses we may have incurred collecting the item.

After this statutory 14 day 'cooling off' period, you have the protection of your statutory rights. Please seek independent advice if you are unsure of your rights and obligations.

Our Terms and conditions are designed to be straight forward and in keeping of with the laws and regulations of the United Kingdom, if anything contained within is found to be in error or to not be in keeping with the statutory rights of the United Kingdom, this does not void or invalidate the remainder of the terms, and should be reported immediately to [admin@camellia.design](mailto:admin@camellia.design) or alternatively phone: **07599 221 224**.